



Market Conduct Examination Reports

The Market Conduct Unit within the Office of Consumer Protection Services conducts on-site reviews of insurance company and agency operations and business practices to determine whether consumers, medical providers and other members of the public are being treated fairly and in accordance with New Jersey insurance laws. The unit examines life, health, managed care and property/casualty companies, with specialty lines reviewed as appropriate.

Based on the examination, the Department issues a report that includes findings and recommendations to correct company procedures that adversely affect consumers or do not comply with New Jersey laws. Significant findings may result in further administrative action leading to fines, payments to consumers or additional benefits to policyholders. This process helps to promote a climate of fair competition in the marketplace and protect consumers from practices that are contrary to State insurance laws.

Licensee		Date Adopted
Aetna U.S. Healthcare	<input checked="" type="checkbox"/> Recommendation <input checked="" type="checkbox"/> Remediation <input checked="" type="checkbox"/> Penalty	07/09/2004
Allstate New Jersey Insurance Company	<input checked="" type="checkbox"/> Recommendation <input type="checkbox"/> Remediation <input type="checkbox"/> Penalty	10/10/2003
American International Insurance Company of Delaware	<input checked="" type="checkbox"/> Recommendation <input type="checkbox"/> Remediation <input type="checkbox"/> Penalty	04/27/2004
Chubb Insurance Company of New Jersey	<input checked="" type="checkbox"/> Recommendation <input type="checkbox"/> Remediation <input type="checkbox"/> Penalty	10/10/2003

Colonial Penn Insurance Company	<input checked="" type="checkbox"/> Recommendation <input checked="" type="checkbox"/> Remediation <input type="checkbox"/> Penalty	01/03/2003
Cumberland Mutual Fire Insurance Company	<input checked="" type="checkbox"/> Recommendation <input checked="" type="checkbox"/> Remediation <input checked="" type="checkbox"/> Penalty	06/29/2004
Hanover Insurance Company (268k)	<input checked="" type="checkbox"/> Recommendation <input checked="" type="checkbox"/> Remediation <input checked="" type="checkbox"/> Penalty	02/07/2003
Horizon Healthcare of New Jersey Inc	<input checked="" type="checkbox"/> Recommendation <input checked="" type="checkbox"/> Remediation <input checked="" type="checkbox"/> Penalty	04/23/2003
Jimcor E&S LLC	<input checked="" type="checkbox"/> Recommendation <input type="checkbox"/> Remediation <input type="checkbox"/> Penalty	01/03/2003
Liberty Mutual Fire Insurance Company	<input checked="" type="checkbox"/> Recommendation <input type="checkbox"/> Remediation <input type="checkbox"/> Penalty	10/10/2003
McCoy (K.) Insurance Agency	<input checked="" type="checkbox"/> Recommendation <input type="checkbox"/> Remediation <input type="checkbox"/> Penalty	11/20/2003
Metropolitan Direct Property and Casualty Insurance Co. Metropolitan Group Property and Casualty Insurance Co.	<input checked="" type="checkbox"/> Recommendation <input type="checkbox"/> Remediation <input type="checkbox"/> Penalty	01/10/2003
Metropolitan Life Insurance Company	<input checked="" type="checkbox"/> Recommendation <input checked="" type="checkbox"/> Remediation <input type="checkbox"/> Penalty	01/03/2003
Physicians Health Services of New Jersey Inc (265k)	<input checked="" type="checkbox"/> Recommendation <input type="checkbox"/> Remediation <input type="checkbox"/> Penalty	01/02/2003
Princeton Insurance Company	<input checked="" type="checkbox"/> Recommendation <input checked="" type="checkbox"/> Remediation <input checked="" type="checkbox"/> Penalty	07/08/2004

Proformance Insurance Company (321k)	<input checked="" type="checkbox"/> Recommendation <input checked="" type="checkbox"/> Remediation <input type="checkbox"/> Penalty	01/03/2003
Prudential Property and Casualty Insurance Company	<input checked="" type="checkbox"/> Recommendation <input checked="" type="checkbox"/> Remediation <input type="checkbox"/> Penalty	10/10/2003
Selective Insurance Company of America	<input checked="" type="checkbox"/> Recommendation <input checked="" type="checkbox"/> Remediation <input type="checkbox"/> Penalty	08/06/2003
State Farm Indemnity	<input checked="" type="checkbox"/> Recommendation <input checked="" type="checkbox"/> Remediation <input checked="" type="checkbox"/> Penalty	01/03/2003
Turner Group (The)	<input checked="" type="checkbox"/> Recommendation <input type="checkbox"/> Remediation <input type="checkbox"/> Penalty	10/10/2003

Definitions
Recommendation -- After a careful review of a company's business practices, the Department often makes recommendations on how compliance with state statutes and regulations can be improved.
Remediation -- Sometimes, a review of a company's business practices uncovers flaws that may have resulted in improper denial of coverage, overcharges or improper interest calculations. Those errors must be rectified.
Penalty -- Depending on the degree of an error, the Department may issue a fine.

- Last updated: August 12, 2005
- Size of larger files noted
- All reports require [Adobe Acrobat Reader](#)

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